O’Sullivan Motors

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# Problems with Existing Process

* Salespeople who are technically illiterate have trouble searching for particular data.
* Customers must visit the garage in person to check out what cars are available to purchase, currently there is no way to do this online.
* Bill the administrator is spending too much time answering queries over the phone, meaning he doesn’t have enough time to complete his paper work.
* The current stock of available cars to buy and sell is not up-to-date. When a car is bought or sold, its status is not changed promptly.
* The customer must order a new car through the salespeople, they cannot place an order online themselves.

# Possible Solutions

* Have an online viewing system for cars that are available to purchase.
* Implement more ways for customers to contact the garage staff, such as through email, a web form, a live chat system.
* Automate more of the paper work, store it online instead of physically.
* Set up an automatic status updater that shows up-to-date information on the cars bought and sold.
* Allow the customer to place an order online for a new car themselves.
* Allow the Salespeople to answer customer queries.

# Roles and their Goals

* Customer
  + View cars for sale
  + Buy a new car
  + Buy a used car
  + Trade in a used car
* Salesperson
  + Sell a new car
  + Sell a used car
  + View list of cars for sale
  + Update status of car
  + Order car for customer
* Administrator
  + Answer customer queries
  + Update stock of cars
  + Calculate commission

# Use Case Diagram

# 

# Non-functional Requirements

1. Availability
2. Scalability
3. Security (data integrity)

# Use Case Specification

Customer – Buy a used car

The Customer would like to buy a used car. They may view a list of cars that are available for sale. They may choose the desired manufacturer, model, colour, year, mileage, as well as any additional features.

Salesperson – Update status of car

The Salesperson may view a list of all cars the dealership has in their stock. They may update the status of a car once it has been sold. They may also add new cars that have been traded in by the Customer.

# Scenario-based Wireframe

Sample wireframe of a Salesperson viewing cars in stock at the dealership

